



Staying Safe Guide

No matter what challenges you face — we're here for you. This journey is about more than gaining skills. It's about growing into a confident, safe and empowered individual. If you ever feel unsure, reach out. You are not alone.

Welcome to your Staying Safe Handbook

Our Commitment

We are committed to taking every reasonable step to ensure the safety and welfare of all learners. We aim to exceed our social and moral responsibilities to protect you, in accordance with the law and, where appropriate, with the support of relevant external agencies.

- We promote your welfare and help you understand how to keep yourself safe
- We develop your knowledge in safeguarding and Prevent topics
- We work in ways that protect you from harm, discrimination, harassment or victimisation
- We respond swiftly to protect learners from radicalisation and extremism
- We provide all staff with regular safeguarding and Prevent training
- We record and check visitor details on our premises
- We act on any concerns for your wellbeing – ignoring abuse is not an option

Expectations of You (the Learner)

- Download the ‘Tootoot’ App
- Take care of your own health, safety and wellbeing, and that of others
- Follow your employer’s health and safety procedures, including PPE use
- Take part in site inductions and follow any risk assessments provided
- Speak up if you have any concerns, no matter how small
- Expectations of Your Employer
- Provide a safe, supportive workplace
- Assign you a workplace mentor to guide your development
- Support your learning and progression
- Attend all progress reviews with the learner and the Development Coach

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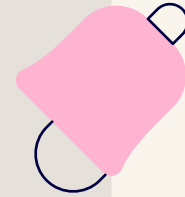
Starting a new course or apprenticeship is exciting, but it’s natural to have questions about staying safe – in the workplace, online, and in your personal life. We’re here to make sure you feel protected and supported every step of the way. This guide explains what safeguarding means, why it matters, and what to do if something doesn’t feel right. We’ll also share tips on online safety, mental wellbeing, and where to turn if you ever need help.

This Handbook will Cover:

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Safeguarding, Harm and Welfare



Safeguarding is about making sure you – and others – are safe from harm. That might be physical harm, emotional abuse, neglect, discrimination or anything that puts wellbeing and welfare at risk.

Harm means anything that hurts someone physically, emotionally, or mentally – including neglect, abuse, or witnessing harm to others. This also includes online harm such as bullying, harassment, exposure to false or harmful information, or being pressured to share personal images or details.

Welfare is about making sure someone has the right care, support, and living conditions to be healthy and safe.

It also means making sure you feel safe to be yourself, to learn, and to speak up if something's wrong.

In short, safeguarding means:

- Protecting people from abuse or harm
- Promoting mental and physical wellbeing
- Creating a safe, respectful learning environment
- Acting early when someone's at risk

If You're Worried About Something

If something doesn't feel right – trust your instincts. You don't need to have proof. Whether it's a concern about your own safety, someone else's behaviour, or something happening online or at work, including something you've seen or read online that feels extreme, hateful, or false (misinformation or conspiracy theories). The most important thing is to speak up. We'll listen, support you, and take action if needed.

Here's how you can get in touch:

- Speak to your Development Coach
- Use Tootoot (our anonymous reporting system)
- Call our Safeguarding Team: 01753 291 999
- Email: safeguarding@impactfutures.co.uk or safeguarding@thechildcarecompany.com
- In an emergency, always call 999

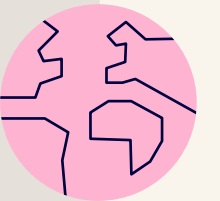
Do:

- Contact your Development Coach
- Use Tootoot for anonymous reporting
- Ask for help if you're unsure about anything

Don't:

- Keep concerns to yourself
- Wait until a problem gets worse
- Think you're wasting someone's time – you're not

Staying Safe Online



The internet and AI tools can be great for learning, connecting and relaxing – but it's also a space where risks such as scams, false information, or manipulation can occur. Being aware of the risks can help you stay in control and protect your personal information and mental wellbeing.

Here's how to stay safe:

- Use strong passwords and don't reuse them across sites
- Keep your social media accounts private
- Think twice before posting personal info or photos
- Be cautious with unknown friend requests or messages
- If something feels off online – block, report, and talk to someone

Do:

- Use strong, private passwords
- Think before posting personal info
- Be cautious when using AI tools or chatbots – never share personal or financial details with them
- Block and report suspicious behaviour online

Don't:

- Click on links from people you don't know
- Share private info or images
- Ignore red flags or gut feelings

Prevent and Radicalisation

Some people try to influence others with extreme views – this is called radicalisation. It doesn't usually happen overnight. It can start with small changes in attitude, isolating yourself, or being drawn into false information, hate speech, or conspiracy theories online or in person.

Prevent is the national strategy to help stop people being drawn into extremism or terrorism. If you're ever unsure or concerned about someone's behaviour – or even your own thoughts – speak to us. We'll support you, not judge.

Worried about radicalisation? You can also call the ACT Early support line: 0800 011 3764 (available 24/7).

Do:

- Stay curious but critical of extreme views
- Do: Question online information and check sources before sharing
- Speak to someone if you're worried about yourself or others
- Use ACT Early support if needed

Don't:

- Isolate yourself or stop asking questions
- Ignore sudden changes in behaviour
- Dismiss small signs – they matter

County Lines and Exploitation

'County Lines' is when gangs exploit young or vulnerable people to move drugs, weapons or money. It's dangerous, and those involved are often tricked, pressured or forced. If someone suddenly has new clothes, money, or disappears for long periods, they could be at risk.

Exploitation can also happen online – for example, being asked to send personal images, share information, or take part in illegal activities through social media or messaging apps.

If you're worried about someone – or yourself – please talk to us. We'll take it seriously.

Do:

- Notice changes in behaviour or appearance
- Stay aware of how people might be exploited
- Reach out if you think someone is in danger

Don't:

- Assume it won't happen in your area
- Feel afraid to talk about it
- Keep quiet if something feels off

Consent and Healthy Relationships

A healthy relationship is built on trust, respect, and consent. Consent means giving permission for something to happen – freely, clearly, and without pressure. Consent also applies online – for example, sharing personal photos or content. You have the right to say no, even if others try to pressure you.

It's important to know that you can change your mind at any time, even if you've said yes before.

Remember:

- Consent must be clear, enthusiastic, and ongoing
- Someone who's asleep, drunk or pressured cannot give consent
- You always have the right to say no or stop

Do:

- Make sure consent is clear and ongoing
- Respect someone's right to change their mind
- Be honest about your intentions

Don't:

- Pressure someone into doing something
- Assume consent from silence or past actions
- Ignore your own discomfort in a situation



Equality, Diversity and Inclusion

We believe every learner should feel respected, included, and valued. It doesn't matter what your background, beliefs, identity or ability is – we'll support you to thrive. Being inclusive means recognising and celebrating our differences, while treating everyone with fairness.

Discrimination, harassment or exclusion is never OK. This includes discrimination or bullying that happens online or through social media.

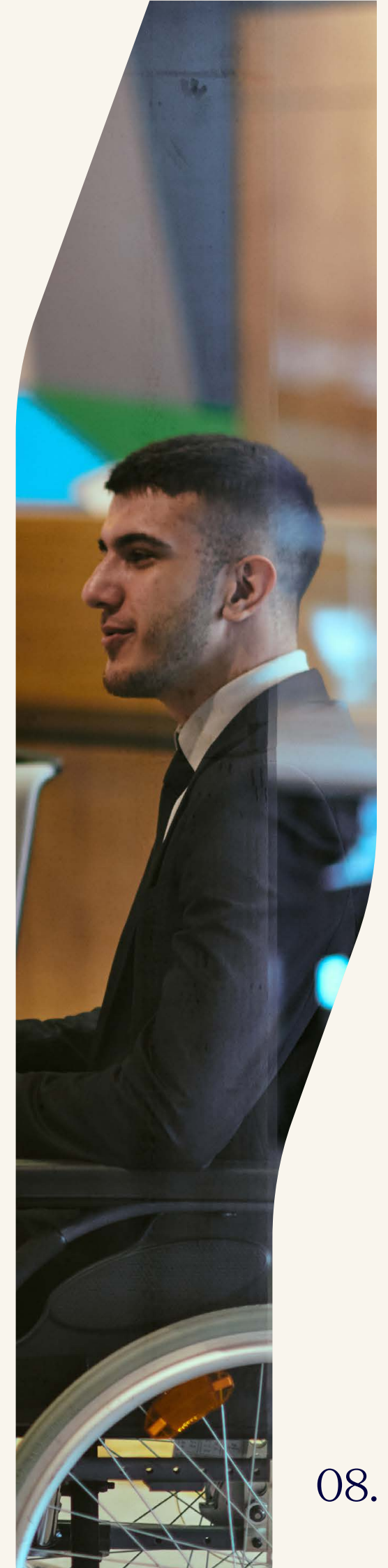
If you experience or witness this, let us know.

Do:

- Treat everyone with kindness and fairness
- Celebrate differences and speak out against discrimination
- Support inclusive practices at work and in learning

Don't:

- Judge others based on stereotypes
- Ignore offensive comments or jokes
- Assume everyone learns or thinks the same way



Bullying, Harassment and Abuse

Bullying can take many forms – from name-calling and isolation to online abuse or unwanted attention. This also includes sharing or forwarding harmful or false content about someone online. Harassment might involve comments about your race, gender, appearance or personal space. Abuse can be physical, emotional or sexual.

If someone's behaviour makes you feel uncomfortable, unsafe or ashamed – it's not acceptable. Please speak up

Do:

- Stand up for yourself or others
- Tell someone if you feel threatened or uncomfortable
- Keep records of any abusive behaviour

Don't:

- Let bullying continue without support
- Blame yourself – it's not your fault
- Don't: Respond to bullying messages or share them – report and block instead
- Feel like you have to handle it alone



Mental Health and Wellbeing

Life can get overwhelming sometimes – and that's okay. We're here to support your mental health as much as your learning. Whether you're feeling anxious, low, stressed, or just need someone to talk to, don't keep it to yourself.

Ways we can support you:

- Talk to your Development Coach or Mental Health First Aider
- Use Aptem's Wellbeing resources
- Text SHOUT to 85258 (free, 24/7 support)
- Visit www.able-futures.co.uk for longer-term mental health support
- Use trusted websites and verified sources for mental health advice – avoid misinformation or harmful online advice

Do:

- Check in with how you're feeling regularly
- Talk to someone you trust if things feel overwhelming
- Use available support services (like **SHOUT** or **Able Futures**)

Don't:

- Bottle things up or isolate yourself
- Think you have to 'just deal with it' alone
- Ignore signs that you're struggling emotionally



British Values

British Values are a set of principles designed to help everyone in the UK live and work together respectfully.

They are:

- Democracy
- Rule of Law
- Individual Liberty
- Mutual Respect
- Tolerance

These values also help challenge hate, false information and discrimination — they remind us to think critically, be kind, and respect others' views even when we disagree.

By understanding and living these values, you help create safe, respectful spaces where everyone can thrive — at work, in learning, and in your community.

Do:

- Respect other people's opinions, beliefs, and rights
- Follow rules and laws, and understand why they exist
- Speak up and get involved in decisions that affect you
- Encourage fairness and inclusion

Don't:

- Discriminate or judge people for being different
- Ignore laws or workplace rules
- Dismiss other people's rights or freedoms
- Stay silent if you see unfair treatment



Quick Reference: Help & Support Contacts

Safeguarding Concerns

Using the Tootoot App or via www.tootoot.co.uk
search "Impact Futures"
safeguarding@impactfutures.co.uk
safeguarding@thechildcarecompany.com
01753 291 999

Emergency

Call 999

Reporting of any concern

Using the Tootoot App or via www.tootoot.co.uk - search "Impact Futures"

Mental Health Support

www.able-futures.co.uk

24/7 Text Support

Text SHOUT to 85258

Emotional Support

116 123 / www.samaritans.org

Sexual Health

0808 802 1234 / www.brook.org.uk

Drug & Alcohol Advice

0800 776 600 / www.talktofrank.com

Bereavement Support

0808 808 1677 / www.cruse.org.uk

Anti-Bullying Support

0808 800 2222 / www.bullying.co.uk

Online Safety

www.ceop.police.uk

Radicalisation Concerns

0800 011 3764 / www.actearly.uk

Online Misinformation Support

www.getsafeonline.org

Cyber Security Awareness

<https://www.ncsc.gov.uk/section/education-skills/cyber-security-schools>

Here's a quick summary of useful contacts and support services you can turn to throughout your learning journey. Keep this page handy in case you ever need to reach out.



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